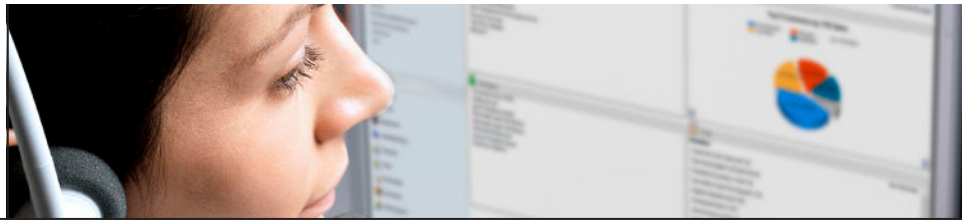# Signature
Service Management

Designed to deliver… today and tomorrow

Delivering the right service, the first time, whether it's maintenance or emergency work, is a must to remain competitive in today's market. Signature Service Management is built for organizations that want to manage service, maintenance and repair processes profitably, and to own an industry-proven solution that can grow with their business and technology needs.

Built on Microsoft Dynamics GP, our robust field service software is designed to work as one solution with GP and not as an isolated set of applications. It includes the tools you need to manage your business, while delivering the accurate, real-time information necessary to analyze profitability, regulate your cash flow and increase sales.

"Our days to billing was reduced from 45 days to an average of seven to nine days."

\- Sarah Smith | Accounting Specialist | Seiberlich Trane
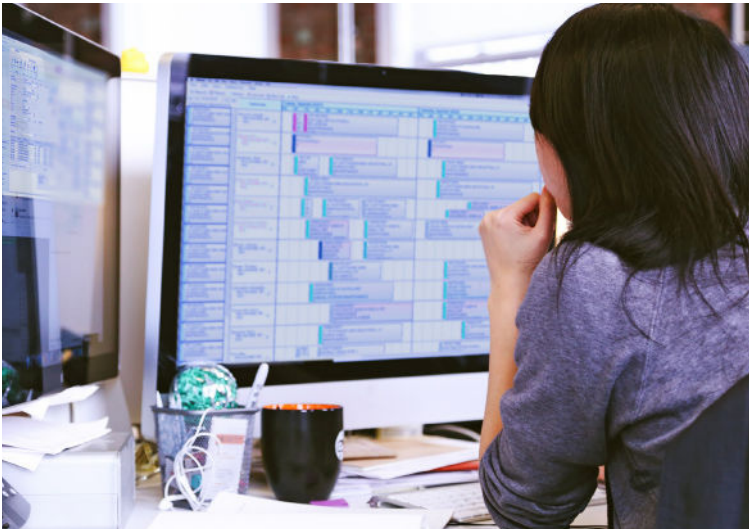
Improve operations and efficiency across the organization.

"The ability to drill down into a lot of different fields from the work order or the invoice is very beneficial. It's really easy to maneuver. If a customer calls in and they have received an invoice and they don't understand material charges or whatever, having that accessibility is really nice."

\- Sam Foreman | Billing Manager | Pacific Rim Mechanical

Service Management enables you to:

- Increase customer satisfaction and reduce overhead through more efficient service call processes

- Manage the operational and financial aspects of a contractual relationship – full coverage agreements and warranty agreements

- Schedule the right resources and the right equipment to the right location, meeting SLAs and ensuring first-time fix

- Provide access to complete customer information – call status, call profitability, cost and billing – with flexible reporting options

- Proactively schedule and manage preventive maintenance

- Eliminate manual processes and duplicate entries

- Manage your general ledger, print required financial statements and drill down to supporting data

- Streamline time and expense entry with predefined approval processes
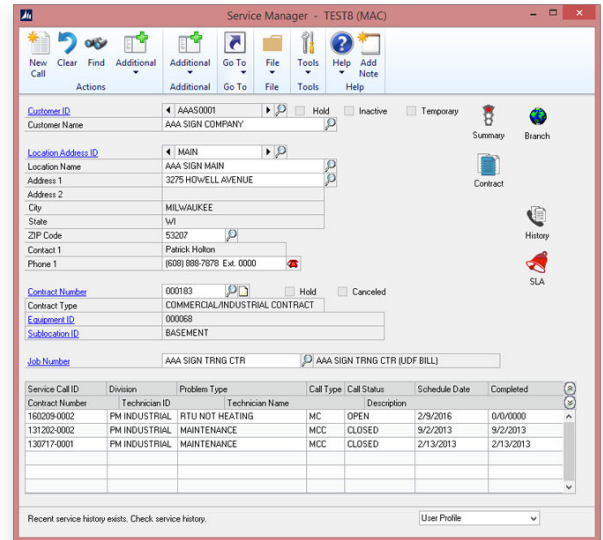
Create and manage work orders and service calls.

Customize your solution with additional functionality

Advanced Document Management
Capture, store, retrieve and attach files to the service call, location, customer record, maintenance contract, equipment records or other fields.

Refrigerant Tracking
Track refrigerant usage by equipment and satisfy the requirements for government reporting.

Customer Connect
Allow your customers self-service capabilities to verify outstanding balances, check on work in progress and request new service calls.

MobileTech
Put full field service functionality and back-office access in your technicians' hands, no matter how remote the location, with MobileTech's "store-and-forward" technology.

TimeTrack
Provide a single point of entry where employees can post labor and expenses to service calls. Information entered once can be used by multiple modules, allowing supervisors and project managers to easily monitor and analyze ongoing labor costs.
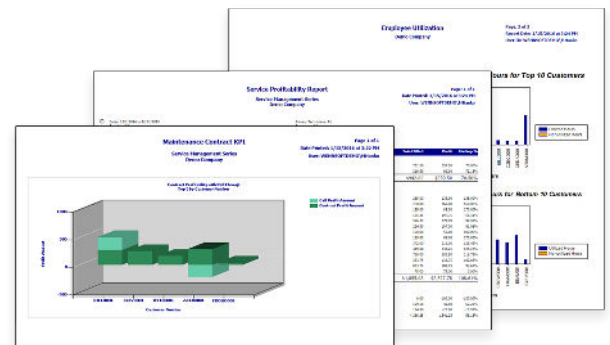
- The Excel client allows the entry of time and expenses without a web connection
- eTimeTrack lets users enter timesheet information via a standard browser

Graphical Schedule Board
Improve the ease of scheduling resources and equipment with the drag-and-drop technology of our Graphical Schedule Board.
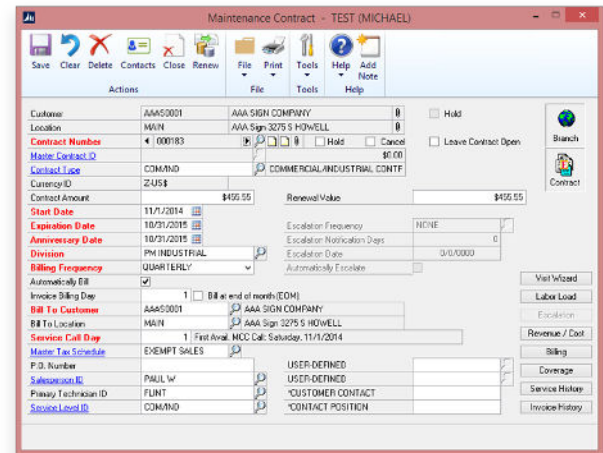
Schedule and manage maintenance.

Comprehensive reports provide increased visibility.

Building Confidence. Building Visibility. Building a Better Business.

KEY2ACT

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